

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1-91. (canceled)

92. (currently amended) In a user support system for providing support to a user accessing a web site, a method comprising:

receiving, via at least one of one or more of devices in the user support system, information associated with the user, the information comprising at least one of the user's name, the user's telephone number, an Internet protocol address associated with the user, or a uniform resource locator representing a web page;

accessing, via at least one of the one or more of devices in the user support system, a web page based on the received information;

establishing, via at least one of the one or more of devices in the user support system, a communications link with the user; and

passing, via at least one of the one or more of devices in the user support system, events performed on the user support system to the user via the communications link to enable the user to view a same web page as that being displayed by the user support system.

93. (previously presented) The method of claim 92, wherein the events comprise actions performed by a user support party via the user support system.

94-102. (canceled)

103. (currently amended) A system for providing support to a user accessing a web site, comprising:

at least one processing device configured to:

receive information associated with the user, the information identifying the web site that the user was accessing when a request for user support was made,

access the web site based on the received information, and

establish a communications link with the user,

wherein the at least one processing device includes a display device, the at least one processing device being further configured to:

pass events to the user via the communications link to enable the user to view a same web page as that being displayed by the display device.

104. (previously presented) The system of claim 103, wherein the events comprise actions performed by a user support party via the at least one processing device.

105-112. (canceled)

113. (new) The method of claim 92 further comprising:

identifying the user support party from a plurality of user support parties based on the information associated with the user.

114. (new) The method of claim 113, where the information associated with the user further includes a selection of one or more of a plurality of user sport service categories, and where identifying the user support party is based on the selection of the one or more of the plurality user sport service categories.

115. (new) The method of claim 92, where the information associated with the user includes the uniform resource locator representing the web page, and where the web page is used by the user to request the support.

116. (new) The system of claim 103, where the at least one processing device is further to:

identify the user support party from a plurality of user support parties based on the information associated with the user.

117. (new) The system of claim 116, where the information associated with the user further includes a selection of one or more of a plurality of user sport service categories, and where identifying the user support party is based on the selection of the one or more of the plurality user sport service categories.

118. (new) The system of claim 103, where the information associated with the user includes a uniform resource locator associated with the web site.

119. (new) The system of claim 103, where the communications link includes a transmission control protocol/internet protocol link.